

MINUTES – DUNTON PARK RESIDENTS' ASSOCIATION COMMITTEE MEETING

Tuesday 2 June 2026 – 18:00 – Club House

1. Welcome from the Chair

- The Chair explained that we are meeting more frequently because there is a lot happening on site and several issues need managing at the same time.
- All committee members were present; no apologies for absence were received.

2. Approval of Previous Minutes

- A recap of the main points from the last meeting was given.
- The minutes of the previous meeting were agreed without amendment.

3. Noise Complaint from Basildon Council

- A noise complaint was received by the council and forwarded to the RA.
- The complainant alleged excessive volume in the club on a few occasions.
- James confirmed we have permission for music from bands and discos until 11.15pm and the club must be closed by midnight.
- Council treats noise after 11pm more seriously, so finishing music at 11pm may be more appropriate to avoid future issues..

Sound tests and neighbour feedback

- Committee members carried out sound tests using a decibel meter, recreating sound levels from our own in-house events.
- During testing, a neighbour came out to speak to us.
- They explained that although their home is probably the closest to the club, they rarely hear the music..
- The only thing they ever hear is people chatting outside the club at the end of the night, which can sometimes be loud but this was feedback not a complaint.

Test results

- Several decibel tests were done using different equipment setups, including bass-heavy configurations.
- Tests were repeated with doors and windows open and closed.
- Additional tests were carried out in the bar area, where pub nights use only small-scale equipment.
- When standing outside the bar room, the meter could not pick up any readings at all, showing the bar is far better insulated than the hall.
- The most important finding: decibel levels shoot up whenever the fire door in the hall is opened. This seems to be the main issue.

Fire door and air-con issue

- The air-con is often turned off because attendees say it feels too cold.
- Once the room warms up, residents open the fire doors to cool the room down.
- Committee members had to close the fire doors four times at the last event.

Agreed measures

- Consider opening events at 7.00pm instead of 7.30pm.
- End music promptly at 11.00pm instead of 11.15pm.
- Remind residents to leave quietly at the end of events.
- Bands must not use amplified sound after 11.00pm under any circumstances.
- The only music permitted while the committee and acts tidy up will be the portable radio or bluetooth.
- Committee members locking up must ensure the building is secured by midnight and exit via the library door to minimise disruption to residents.
- Acts that take a long time to pack up must not use the stage fire door.

Actions

- Create a poster stating the fire door is for emergencies only.
- Investigate gentler air-con settings to avoid the need for doors to be opened.

4. Event Night Raffle Prizes

- The committee thanked Ali for her beautifully wrapped prizes.
- Agreed to ask her to continue and expand the selection (alcohol, hampers, plants, etc.).
- Unanimous vote to retain these prizes for all event nights.

5. Quiz Night Raffle Prizes

- Proposal made to replace cash-prize envelopes with football cards to save having to buy and fold multiple raffle tickets. .
- Vote: 7 to retain cash prizes, 2 in favour of football cards.
- Decision: cash-prize envelopes retained.

6. Quiz Night Winning Team Prize

- Proposal made to replace £5 scratch cards with £5 vouchers for future events because to keep the money circulating within the RA
- Committee generally against that change with different concerns including that some residents only attend quiz nights and would not use vouchers.
- Discussion became very long-winded so Gary withdrew the proposal so we could move on.
- Decision: scratch cards retained.

7. Sunday Soirées Update

- Acts being considered include a Matt Monro tribute and a singer from the Jive Aces.
- Dates to be announced once confirmed.

8. Romford Dogs Trip

- Ticket take-up slower than expected, despite this trip winning the resident vote for outings this year. Suggestion that it was so far in advance so people don't want to commit.
- Issue is - coach company, stadium and meal providers require firm numbers well in advance.

- These suppliers are booked months ahead and cannot be asked to wait indefinitely.
- Initially limited to two tickets per home for fairness.
- Now opened to friends and family to help boost numbers.

9. Last-Minute Bookings for Events

- Early booking is needed not only so we can complete table plans, but also because we must have all individual names in advance for What's in the Box.
- Online booking will now be switched off when sold out and 24 hours before events.
- Refunds are already offered for illness so people shouldn't feel they'll lose out booking early..

10. Membership Fee Update

- 127 homes have paid and 43 remain unpaid.
- This represents around 75% paid so far.
- Payment letter was delivered to all homes five weeks ago.
- The committee agreed not to spend excessive time chasing non-payers due to limited resources. Payments need to be received by the end of June to retain membership.

11. Online Ticket Sales

- The move to online ticketing was introduced to modernise the RA's systems, reduce cash handling, and make event management easier.
- The system has been very successful.
- Residents of all ages, including many in their 70s and 80s, are using the system confidently.

12. Receipts

- Online bookings automatically generate email receipts.
- Some residents paying membership fees in cash requested paper receipts.
- James noted this increases workload and defeats the purpose of online systems.
- The committee agreed to print a small batch of RA receipts for those who specifically request them.

13. Pub Night – June

- June pub night will include the England World Cup match. The committee decided to include the match instead of the normal music ending, as there was a concern that some residents might otherwise stay home to watch it, which could reduce attendance.
- One resident asked if we could play music in another room as they don't like football. The committee suggested that if enough people wanted music in a separate room, we should be able to accommodate it. However, only two residents have asked for this so far.
- The committee discussed the risk of setting a precedent that if people do not like what is being put on, another room will automatically be made available.
- Residents should really only book events they are genuinely interested in - it's obvious not everyone will like everything.
- The committee decided to vote on a clear policy for handling similar requests going forward.

Risks discussed

- Setting a precedent for alternative rooms - if people don't like what we're doing they might expect another alternative to be made available all the time.
- Doubling the cleaning workload.

Decision

- The committee voted unanimously against opening two rooms.
- Residents should be politely advised to only book events they are interested in.

14. Race Night

- New system agreed: £5 flat-rate ticket including horse sponsorship.
- Aligns with other in-house events (£5 for pub nights, karaoke, race nights; £10 for paid acts).
- Sheila Hobman requires two weeks to prepare race booklets.
- Tickets must go on sale earlier.

15. AOB – Investors Letter

- Sheila Mead asked for a plain-English explanation of the letter about new investors.
- James explained. Regency were brought in to take the site out of administration, improve it and run it efficiently.
- That phase is ending; new investors or owners expected soon.
- Possible outcomes:
 - A trade investor puts money in; Regency remains as managers.
 - Site sold to another established park-home operator.
- Deal probably already done but details currently commercially sensitive - but we expect to be made public in a few months.

16. AOB – Online Ticketing Charges

- Sheila Hobman raised concerns that we're paying a small fee for the online ticket portal. James explained that these things are never free. However, fees are not passed on; they are absorbed as part of RA running costs. It was noted that whatever system we use (cash v online) there will be costs and/or risks.
- Sheila Homan also raised a concern that online ticketing had been pushed through quickly.
- Gary clarified he was asked to return as Treasurer because the RA was in a pickle with the books not being inline with expected practices (too much paper/too much cash). He only agreed to help on the basis that the RA modernised its systems. As a former HMRC employee, he would not be comfortable continuing with a cash and paper heavy system and the committee had voted many months ago that it's correct to modernise.
- It was also noted that online sales have been hugely successful across all age groups, including many older residents.

17. Committee Vote – Online vs Cash

- Following an explanation of the fees involved with online ticket sales, the committee were given the opportunity to vote on whether to continue with the current online-first system or revert to a cash-based manual box office.
- Members voted unanimously to continue with online sales and the minimal-cash approach.

Meeting ended at 20:15.